

Hybrid Pilot Metrics

As of: Wednesday August 31st, 2016

All Offices

Total Cases Worked



3,447

- Pilot target is **2,800**. **112%** progress to target.
- 3,132 Completed End to End (91%)
 - Intake: 485
 - Renewal: 1,478
 - Change: 1,169
- 170 Pending Reprocessing, 145 Tested and Passed
 - 115 Ready for re-processing
 - DHS (65), HSRI (28), EOHHS (22)
 - 55 Pending Fix

Avg. Daily Workers Participating

60

- DHS/EOHHS: 56 average daily workers
- HSRI: 4 average daily workers
- *Average Daily Workers increased due to Providence Office participation in Pilot

DHS Offices

Total Lobby Tickets Issued



5,564

- **3,992** Lobby Tickets were issued at Pawtucket office
- **1,192** Lobby Tickets were issued at Providence office
- **380** Lobby Tickets were issued at Middletown office

Total Documents Scanned



9,288

- Pawtucket Office Scanning started on 7/25
- Central Scanning started on 8/1
- Middletown Office Scanning started on 8/23
- Currently, 0 pages to be indexed.

Hybrid Pilot Case Processing Progress – Summary

Wednesday August 31st, 2016

Daily Productivity

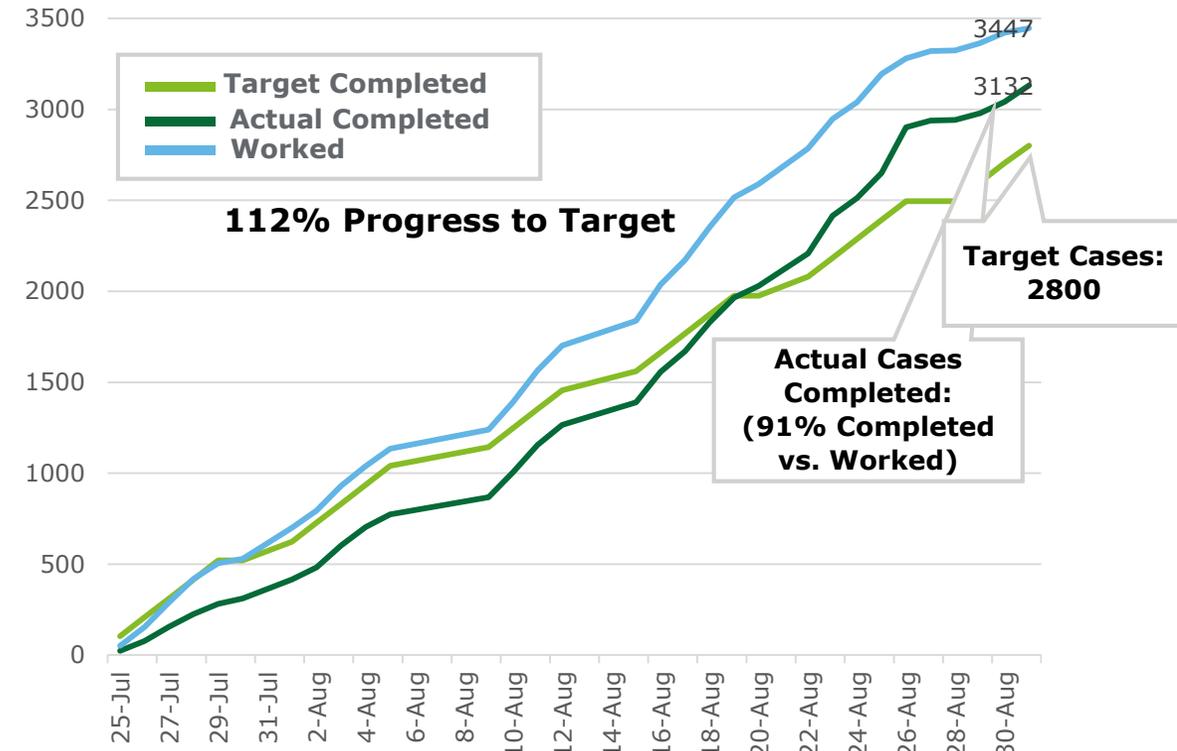
Description	DHS	HSRI	EOHHS	Total
Total Completed	36	19	36	91
Target Completed Cases	82	22	-	104
<i>Delta</i>	-46	-3	+36	-13
Total Workers that Completed Cases	6	3	5	14
<i>Cases per Worker Logged In</i>	6	6.3	7.2	3.2

* DHS Pilot Activities for 8/30 focused on retest of existing defects, not case completion. 31 defects were retested and passed, 13 were rejected, 16 were unable to be tested (ex. No case number in JIRA)

Weekly Productivity Trend

Day	DHS	HSRI	EOHHS	Total
8/25/16	77	36	23	137
8/26/16	88	157	47	282
8/29/16	27	11	30	68
8/30/16	0	5	30	35
8/31/2016	36	19	36	91
Daily Average	46	46	33	123

Overall Progress Towards Target



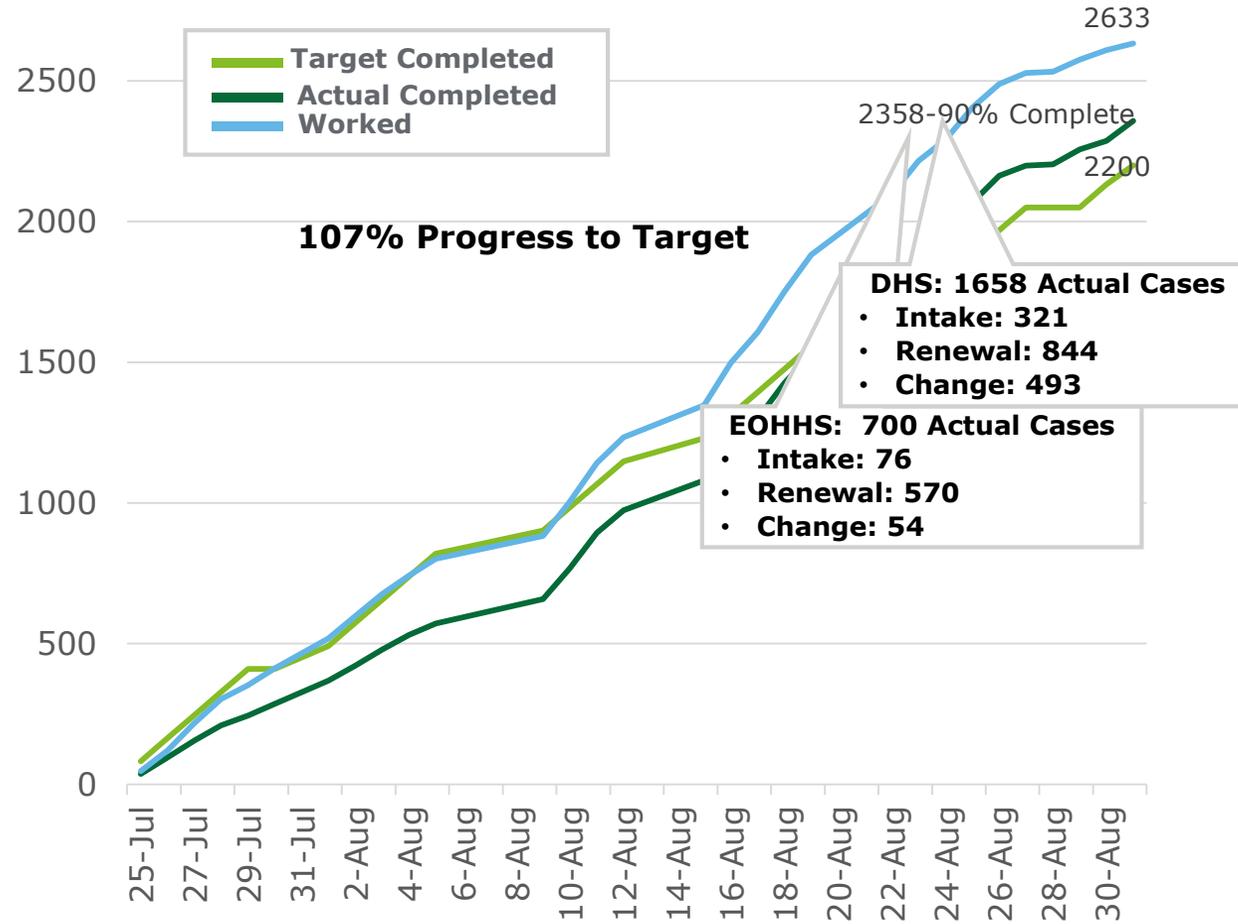
Key Definitions

Term	Definition
Completed Cases	Case transaction has been completed or is pending client verification
Workers that Completed Cases	Number of workers who completed at least one case on Case Results Sheet

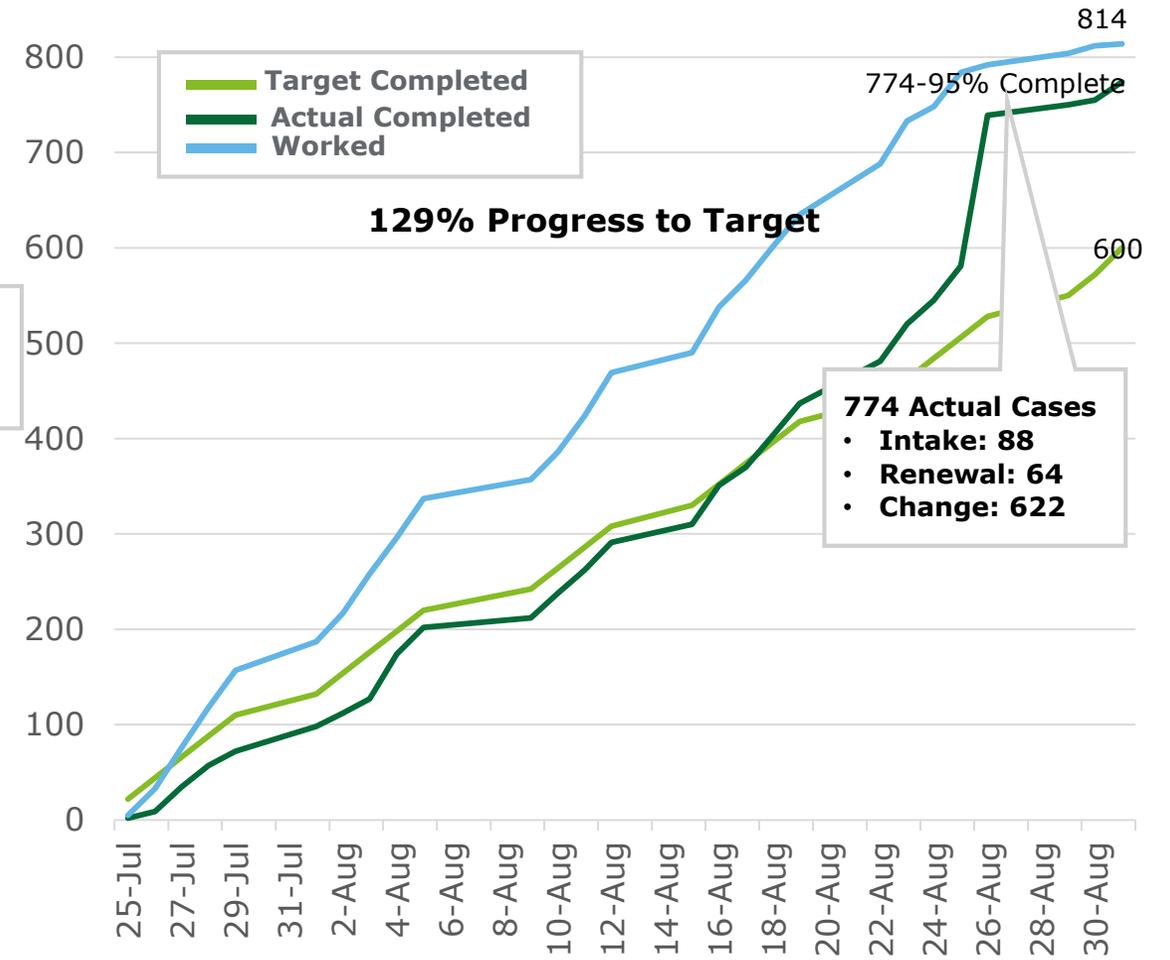
Hybrid Pilot Case Processing Progress – Details

Wednesday August 31st, 2016

DHS & EOHHS



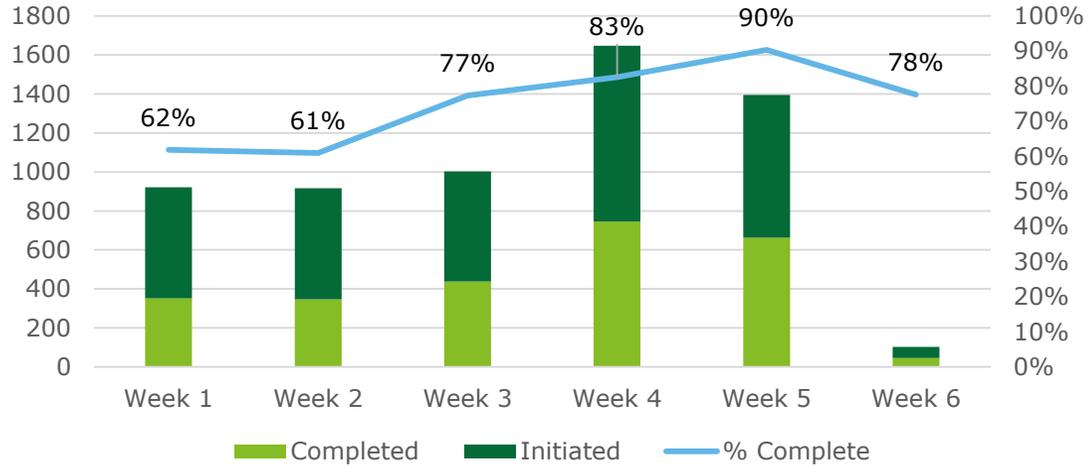
HSRI



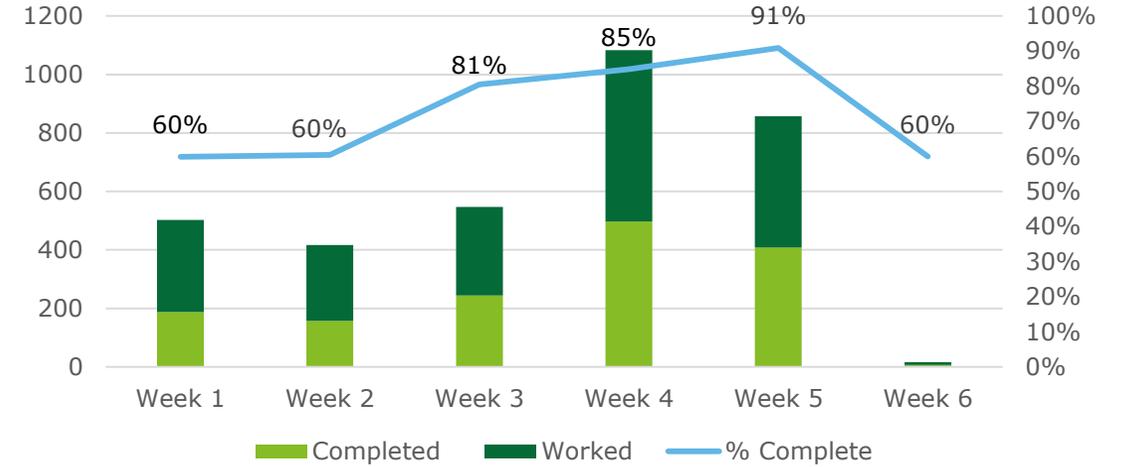
Appendix

Weekly Trend – New Cases Processed per week

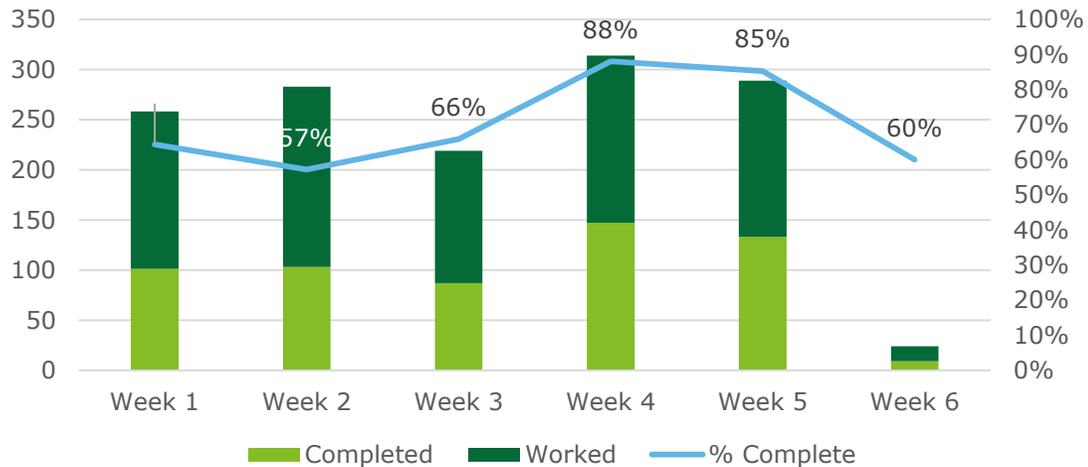
All 3 Sites



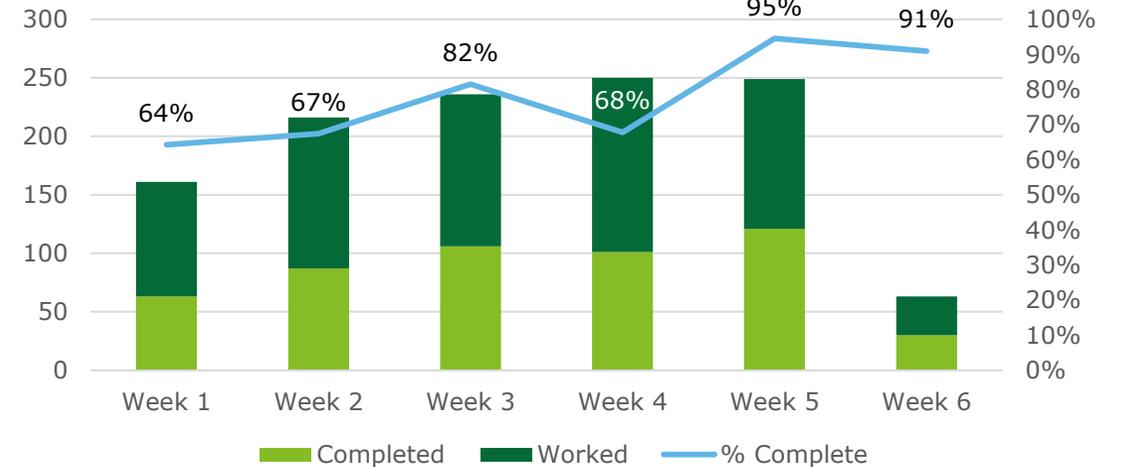
DHS



HSRI



EOHHS

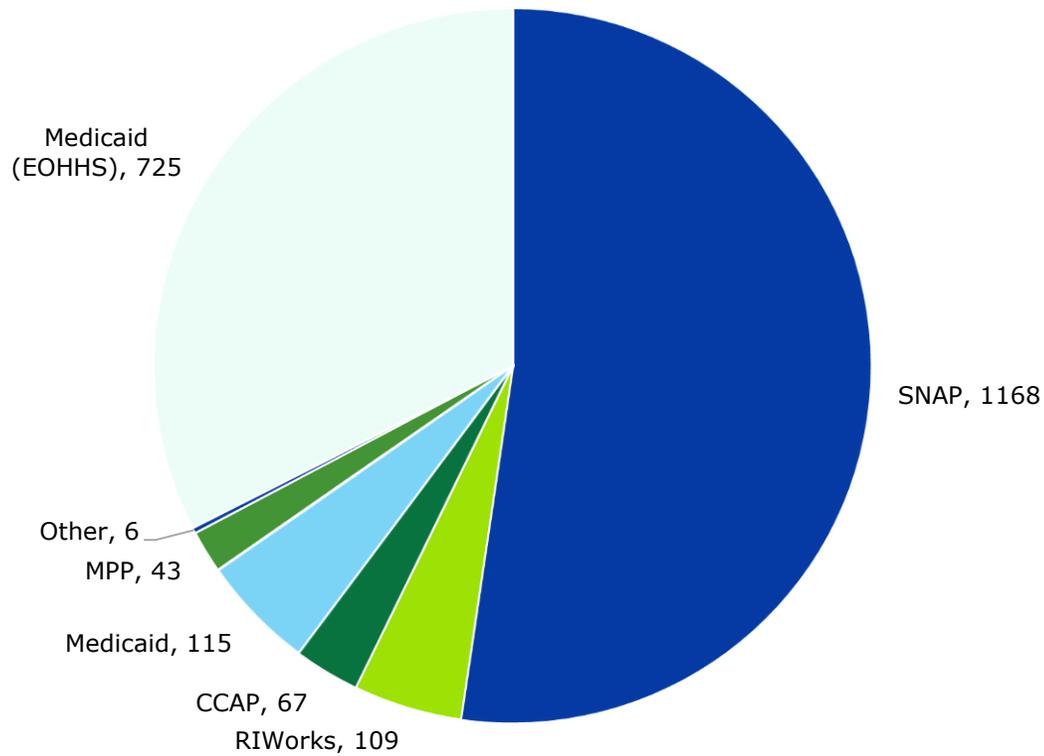


Hybrid Pilot Case Execution By Program

Wednesday August 31st , 2016

DHS

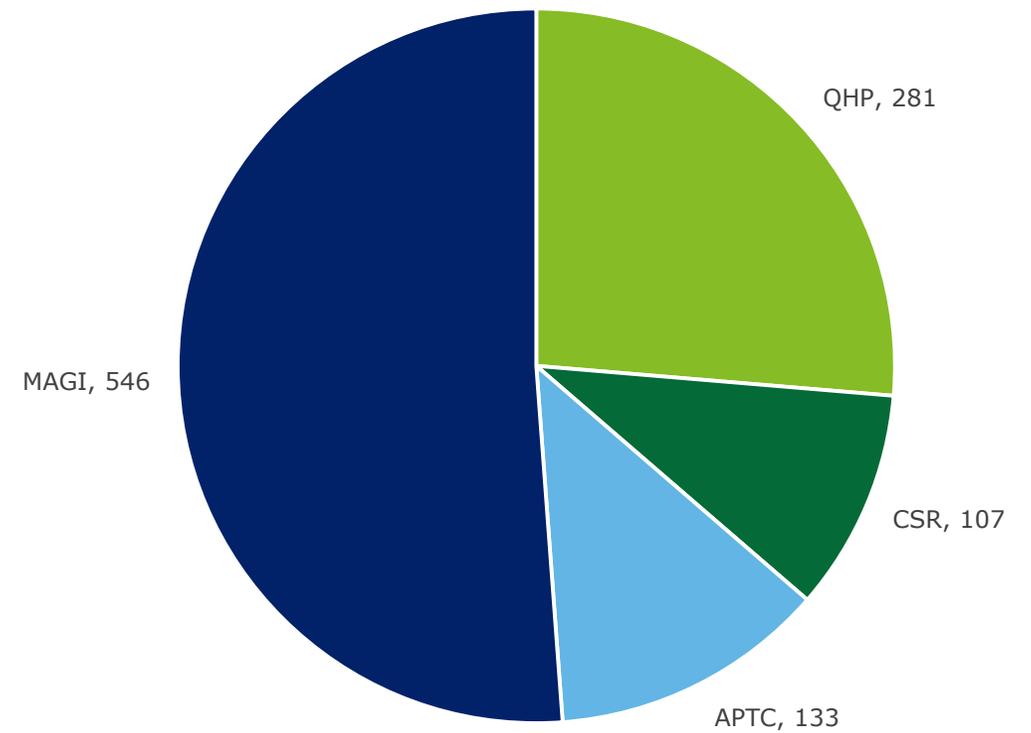
DHS / EOHHS Case Execution by Program



*Other includes SSP (0), GPA (3), GPA Burial (3)

HSRI

HSRI Case Execution By Program



*For mixed households, each program is counted individually in the above totals